



ADVENTIST HEALTH  
Twin Cities

Community Health Plan  
Annual Update, FY 2024  
Period: 3/29/24 - 12/31/24

2024



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# Purpose & Summary

Adventist Health is a faith-inspired, nonprofit integrated health system serving more than 100 communities on the West Coast and Hawai'i, with over 440 sites of care. Founded on Adventist heritage and values, Adventist Health provides care in hospitals, clinics, home care agencies, hospice agencies and joint-venture retirement centers in both rural and urban communities. Our compassionate and talented team of more than 38,000 includes employees, physicians, allied health professionals and volunteers driven in pursuit of one mission: living God's love by inspiring health, wholeness and hope. Guided by our mission, Adventist Health supports purposeful work to address the social drivers of health, with a special focus on underserved members of the communities we serve. Together, we are transforming the healthcare experience of our communities with a focus on physical, mental, spiritual and social healing to support community well-being.

On March 29, 2024, Adventist Health completed the acquisition of Twin Cities Community Hospital from Tenet Healthcare Corporation, a for-profit health care services company. Now doing business as Adventist Health Twin Cities (AHTC), it is part of the larger Adventist Health non-profit health care system.

Non-profit health systems, community-based organizations, and public health agencies across the country all share a similar calling: to provide public service to help improve the lives of their community. To live out this calling and responsibility, Adventist Health Twin Cities began the Community Health Needs Assessment process to determine the health needs of the community in 2024. Non-profit hospitals are required to conduct a Community Health Needs Assessment (CHNA) every three years by engaging our community through focus groups, key informant interviews and surveys and secondary data analysis.

The Adventist Health Twin Cities Community Health Needs Assessment report is scheduled for completion in September 2025 and publication in December 2025. In the interim, AHTC will leverage several resources to identify priority health needs within their service area. This effort is crucial for the annual reporting of community benefits ensuring compliance with state and federal regulations.

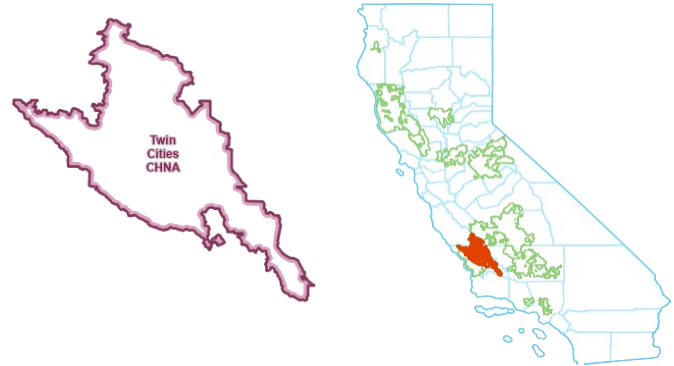
In this Community Health Plan, FY 2024 you will find strategies, tactics, and partnerships aimed at addressing the health needs as previously identified by regional health organizations. This plan also incorporates insights from the current San Luis Obispo County Community Health Assessments, the French Hospital Medical Center CHNA and a detailed quantitative analysis of over 150 data indicators specific to the primary and secondary service areas of Adventist Health Twin Cities. The three significant health needs discussed in this annual update were determined upon review of all available current local health resources. See page 12 for further details.

- Access to Care
- Educational Attainment & Financial Stability
- Health Promotion & Prevention

## Who Twin Cities Cares For

### Defining Our Service Area

The report area is located in the state of California and includes a total population of 99,678 (based on the 2020 Decennial Census). The largest city in the report area is El Paso de Robles (Paso Robles) city, with a population of 31,490. The report area is comprised of the following ZIP codes: 93422, 93432, 93446, 93451, 93453, 93461, 93465.

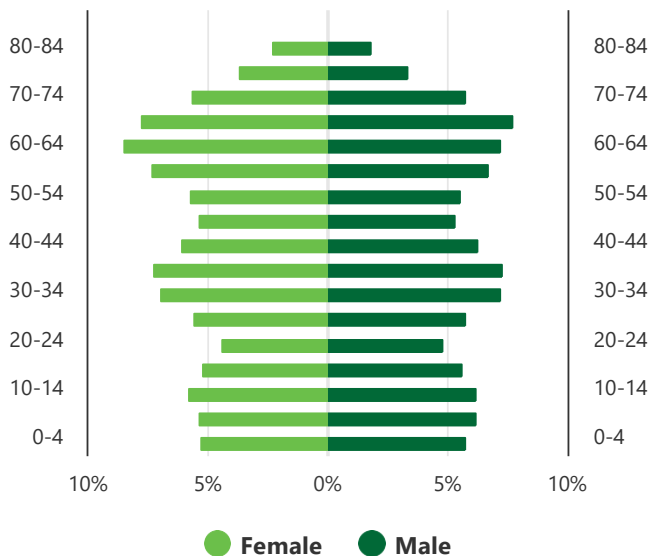


**Total Population**  
**99,678**

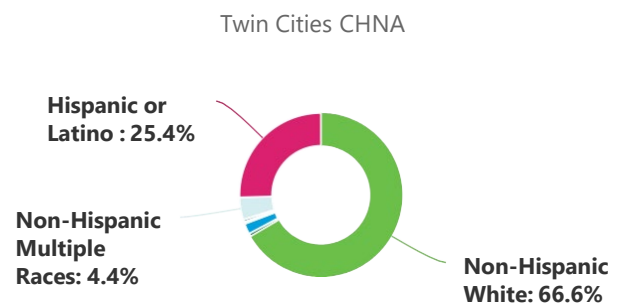
The largest city in the service area is  
**El Paso de Robles (Paso Robles) city**  
with a population of  
**31,490**

### Demographic Profile

Population by Age Group



Total Population by Combined Race and Ethnicity



Data Source: US Census Bureau, [American Community Survey](#), 2018-22.

Note: NAAN = Native American or Alaska Native, NPI = Native Hawaiian or Pacific Islander.

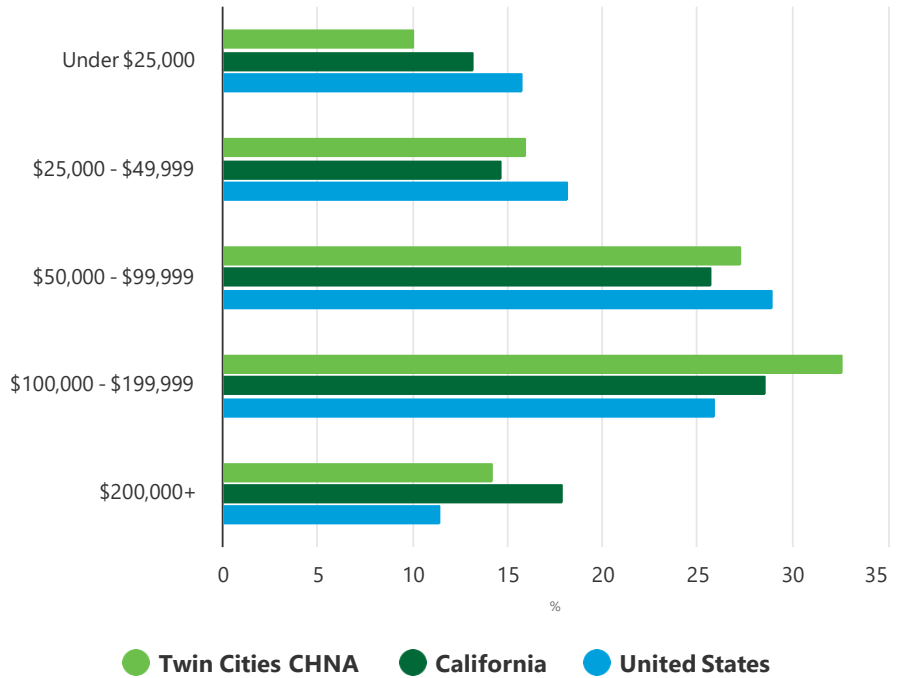
Students Experiencing Homelessness, Percent  
**4.67%**  
California: 3.89%

Associate's Degree or Higher  
**43.44%**  
California: 43.82%

Labor Force Participation Rate  
**62.91%**  
California: 63.82%

**68.30%**  
California: 55.63%  
of the population **owns** their home  
**31.70%**  
California: 44.37%  
of the population **rents** their home

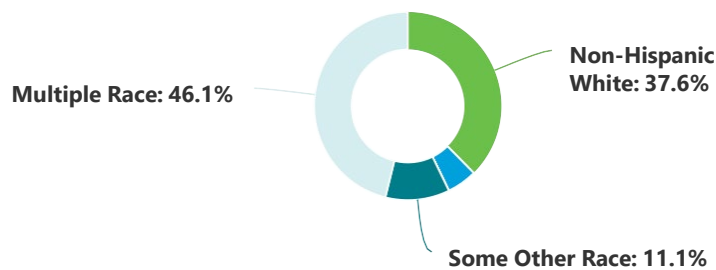
Households by Household Income Levels, Percent



Data Source: US Census Bureau, [American Community Survey](#). 2018-22.

Children in Poverty by Race, Total

Twin Cities CHNA



Childhood Poverty Rate  
**12.98%**  
California: 15.61%

Data Source: US Census Bureau, [American Community Survey](#). 2018-22.

# About Us

## Adventist Health Twin Cities

Formerly known as Twin Cities Community Hospital as a 122-bed facility, that has served Northern San Luis Obispo County since 1977. Specializing in emergency care, obstetrics, orthopedics, digestive disorders, wound care, and various medical, surgical and outpatient services, it has received accolades such as The Joint Commission's Gold Seal of Approval for its knee replacement program, and recognition as a Blue Distinction Center + for Knee and Hip Replacement Surgery. Additionally, it holds the Baby-Friendly USA designation and reports one of California's lowest Cesarean section rates.

## Adventist Health

Adventist Health is a faith-inspired, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii. Founded on Adventist heritage and values, Adventist Health provides care in hospitals, clinics, home care agencies, hospice agencies and joint-venture retirement centers in both rural and urban communities. Our compassionate and talented team of 34,000 includes associates, medical staff physicians, allied health professionals and volunteers driven in pursuit of one mission: living God's love by inspiring health, wholeness and hope. Together, we are transforming the American healthcare experience with an innovative, yet timeless, whole-person focus on physical, mental, spiritual and social healing to support community well-being.



## Adventist Health's Approach to Community Impact

Adventist Health prioritizes well-being in the communities we serve across our system. We use an intentional, community centered approach when creating our hospital CHNA's to understand the health needs of each community. After the completion of the community assessment process, we address health needs such as mental health, access to care, health risk behaviors, and others through the creation and execution of a Community Health Implementation Strategy (CHIS) for each of our hospitals and their communities.

In November 2024, the Community Impact team traveled to the Central Coast as the first step in engaging the community in the CHNA process. They spoke with 53 people through 7 Focus Groups and 4 key informant interviews. Represented and vulnerable populations included: healthcare workforce, human services, law enforcement,

low-income, LGBTQ community, medically underserved, substance use disorder, persons with disability, public health, unhoused population, women, men & youth.

Until the Community Health Needs Assessment (CHNA) and Community Health Improvement Strategy (CHIS) processes are complete for our newest hospital, Adventist Health Twin Cities (AHTC) will report its community impact based on previously identified needs through regional entities with existing community health assessments. Specifically, AHTC is aligning this report with the 2022 CHNA from the French Hospital Medical Center, the Marion Regional Medical Center and Arroyo Grande Community Hospital, and the 2023 San Luis Obispo County Community Health Needs Assessment. Additionally, we will incorporate secondary data outcomes specific to the primary and secondary service areas of AHTC. We invite you to learn about the actions, activities and programs that have been implemented in 2024.

# Action Plan for Addressing High Priority Needs

The following pages reflect the goals, strategies, actions, and resources that Adventist Health Twin Cities provided in 2024

## ADDRESSING HIGH PRIORITY: Access to Care

GOAL	To improve access to care through an increase in interventions to provide needed health services.
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### Fiscal Year 2024 COMMUNITY IMPACT SUMMARY

Adventist Health Twin Cities delivered a community lecture on sports injury prevention by an orthopedic surgeon on 10/9/24. The discussion included common pickleball injuries to the shoulder and knee and how to prevent them.

On May 8, 2024, Twin Cities and Adventist Health Sierra Vista, which is the County's only designated Trauma Center, took part in a successful drill that simulated a Mass Casualty Incident as part of the county's emergency preparedness activities. The fictional scenario for the drill was for a response to a commercial passenger jet crash into a Paso Robles vineyard because of technical difficulties. Six physicians joined Adventist Health Central Coast Service Area leadership, clinical staff, facilities/security, and new nurse graduates (who played our patients) in the exercise.

"The goal was to be prepared to receive patients of any number in 15 minutes," said Emma Wilcox, Emergency Preparedness Coordinator for Adventist Health Central Coast, who was the lead in coordinating the activities. "The emphasis to quickly set-up enough equipment to receive patients in a controlled manner was successful. It was an excellent exercise thanks to committed staff involvement. There were a lot of great take-aways from the simulation, including that we have a very, very professional team that cares deeply for our communities."



## ADDRESSING HIGH PRIORITY: Educational Attainment & Financial Stability

<b>GOAL</b>	Collaboration with local secondary education establishments to provide space for clinical training, licensing or certification of health professionals.
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### Fiscal Year 2024 COMMUNITY IMPACT SUMMARY

Students from the Cal Poly Biomedical Engineering Clinical Immersion Program gave their final presentations, marking the conclusion of a successful 10-week intensive program at both Adventist Health Sierra Vista and Adventist Health Twin Cities.

This is the third year a collaboration between Cal Poly and Central Coast Service Area has brought together biomedical engineering students, faculty, physicians, and hospital leaders, all focused on advancing healthcare through innovation. The summer program launched in 2022 as a partnership between Cal Poly and Adventist Health Sierra Vista, made possible by a five-year grant from the National Institutes of Health.

This program, which selects 10 students through a competitive process, provides participants with hands-on experience and the opportunity to participate in patient care improvement. Students completed rotations in OB, surgery, Med/Surg and ICU, NICU/pediatrics, ED, radiology and lab, learning directly from our talented team members and clinicians. The program taught students about the daily workings of a hospital and challenged them to recognize gaps in care and develop ways to address those needs through engineering. The goal is to integrate technologies and innovations into practical, everyday healthcare and make a lasting impact on patient care.

Our hospital providers and clinicians, who mentor students over the 10 weeks, make this program possible.

### ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:

This holiday season, our hospital community once again demonstrated the incredible generosity and compassion that defines our team. For the first time, we brought our Angel Tree initiative in-house, focusing on supporting fellow employees' families who needed a little extra help this year.

Thanks to your kindness, we were able to sponsor 68 children, providing them with over 200 gifts! Your generosity extended even further, allowing us to sponsor additional children through the Salvation Army and Child Welfare Services in San Luis Obispo County.

This effort reflects not only your dedication to serving patients but also your unwavering commitment to supporting one another and our broader community. The gratitude expressed by parents was heartfelt, and we can only imagine the joy these gifts will bring to children on Christmas morning.

## ADDRESSING HIGH PRIORITY: Health Promotion & Prevention

<b>GOAL</b>	To improve, promote and maintain health and well-being while preventing disease.
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### Fiscal Year 2024 COMMUNITY IMPACT SUMMARY

For the past eight years, Adventist Health Twin Cities has been hosting a free drop-in support group for moms experiencing postpartum depression, anxiety and other complications that are common after childbirth.

According to the Center for Diseases Control (CDC), one in five moms experience the baby blues and other forms of mental health concerns during pregnancy and/or after pregnancy. Though this is widely shared, there is still a lot of guilt and shame associate with these disorders and there are very few places a new mom can get free support – and Adventist Health Twin Cities is one of those places.

Sandy Dishen, OB nurse, and Michelle Blanc, LCSW, are postpartum certified specialists who facilitate the group, and they are Gottman trained in “Bringing Baby Home.” Since starting the group eight years ago, they estimate that more than 300 new moms have attended and found solace in the group.

Sandy and Michelle create a relaxed, calm environment, where new moms feel comfortable meeting other mothers, asking advice, laughing and sharing stories. Both Michelle and Sandy have enjoyed watching these moms make lifelong bonds with other moms. With support, moms develop the tools to deal with the tremendous shift in having a baby and just as important, they earn that their experience is common and not something to be ashamed of. The drop-in support group is held every Wednesday from 10 to 11:30 a.m. in the OB waiting of Adventist Health Twin Cities. The group is open to all new moms, and babies are welcome to attend, as well.

Other health education include:

“Stop the Bleed “is a free community health education program that teaches non-medical community members how to identify life threatening bleeding, how to intervene and how to complement bleeding controls such as compression techniques including tourniquet application, direct pressure and packing. 204 people attended in 2024.

### **Adventist Health Twin Cities Additional Narrative:**

Hope for Stroke Survivors is a group of stroke survivors, caregivers, friends and healthcare professionals who meet every other month to learn and support one another. Guest speakers such as community mental health workers, provide education about strokes, recovery, self-care and various adaptive devices. Social support is provided by offering an environment for developing friendships through shared experiences and building a sense of community. Practical support also provides tips on caregiving, local resources and how to improve overall health with limitations. Activities are scheduled throughout the year such as live music, stretching and painting. 120 people attended 2024 at AH Twin Cities.

In an extraordinary show of generosity, the Adventist Health Twin Cities hospital volunteers donated \$35,000 to Cuesta College, a local junior college, last month. This exceptional gift, generated through proceeds from the hospital's gift shop, will support scholarships for the college's nursing program.

For over 40 years, the hospitals' volunteers have made annual contributions to Cuesta College, traditionally donating about \$5,000 per year. However, this year's donation is significantly higher, thanks to funds accumulated in their account over several years.

Historically, these funds have supported individual scholarships, and this year's gift will continue to bolster the education of aspiring nurses, with two scholarships awarded annually. Despite challenges to gift shop sales since the COVID-19 pandemic, the dedication of the Adventist Health Twin Cities volunteers remains steadfast, reflecting their deep commitment to healthcare education and the future of nursing.

Adventist Health Twin Cities hosted a Vitalant blood drive and collected 21 pints of blood on 11/19/24. In order to promote awareness regarding the impact of donated blood, Elaina Whitaker Sierra Vista Blood Bank Hematology and Coagulation Lead, provided a public service announcement through KSBY News. The segment provided valuable information on how donated blood is used at our hospitals.

# Significant Identified Health Needs

RESOURCES:	Educational Attainment	Access to Care	Mental Health & Substance Use	Health Promotion & Prevention	Healthy Neighborhoods	Financial Stability
2022 CHNA Marian Regional Medical Center & Arroyo Grande Community Hospital	X	X		X		
2022 CHNA French Hospital Medical Center	X	X		X		
2024 – 2029 SLO County Community Health Assessment		X	X		X	
2024 Adventist Health CARES Secondary Data	X		X			X

The Adventist Health Twin Cities (AHTC) community health needs assessment report is scheduled for completion in September 2025 and publication in December 2025. In the interim, AHTC will leverage several resources to identify significant priority health needs within their service area. This effort is crucial for the annual reporting of community benefits ensuring compliance with state and federal regulations.

The three high priority needs were identified after review of the above resources and which identified alignment with Access to Care, Educational Attainment & Financial Stability, and Health Promotion and Prevention. These high priority needs were chosen as they had demonstrated the greatest need based on severity and prevalence, intentional alignment around common goals, feasibility of potential interventions and opportunities to maximize available resources. They are the focus of this 2024 annual report.

The remaining significant health needs are not addressed due to limited resources, expertise and feasibility of viable interventions. While they are not addressed directly, they will likely benefit from the collective efforts defined in this report.



## Community Health Financial Assistance for Medically Necessary Care Commitment

Adventist Health understands that community members may experience barriers in paying for the care they need. That is why we are committed to providing financial assistance to those who may need support in paying their medical expense(s).

Community members can find out if they qualify for financial aid in paying medical bills by completing a financial assistance application. Applications can be filled out at the time care is received or after the bill has been administered. To access the financial assistance policy for more information or contact a financial assistant counselor, please visit us at: [Adventist Health - Help Paying Your Bill](#).



**Adventist Health Twin Cities**

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<https://www.adventisthealth.org/central-coast/>



Thank you for reviewing our Community Health Plan Update, FY 2024.  
We are proud to serve our local community and are committed to making it a healthier place for all.  
To provide feedback on this community benefit report or other reports referenced, please email  
[community.benefit@ah.org](mailto:community.benefit@ah.org). You may also request a copy free of charge.